# SEMESTER END EXAMINATION, APRIL-MAY, 2025

**Course Name: - B.TECH** **Semester:- IV**

**Paper Name: - EFFECTIVE TECHNICAL COMMUNICATION.** **Paper Code:- THS-401**

**Time - 3 Hrs + 20 minutes per hour extra time for V.I. & examinees with writer.** **Max Marks-70**

**Additional 30 Minutes for Mid-Test.**

समय– 3 घण्टे + 20 मिनट प्रति घंटे अतिरिक्त–दृष्टिबाधित एवं सह लेखक परीक्षार्थियों के लिए। अधिकतम अंक–70

30 मिनट अतिरिक्त मिड–टेस्ट के लिए।

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Instructions:

- The question paper consists of three sections namely A, B, C. All sections are compulsory.
- Section A- Each question carries **3 mark**. **All questions are compulsory**.
- Section B- Answer any **5 out of 7** given questions. Each question carries **7 marks**.
- Section C- Answer any **2 out of 3** given questions. Each question carries **10 marks**.
- Section D- Each question carries **02 mark**. All questions are compulsory.

निर्देश:

- प्रश्न पत्र में तीन खण्ड अ, ब, व स हैं। सभी खण्ड अनिवार्य हैं।
- खण्ड–अ में प्रत्येक प्रश्न **तीन अंक** का है। **सभी प्रश्न अनिवार्य हैं।**
- खण्ड–ब में **सात प्रश्नों में से किन्हीं पाँच** प्रश्नों के उत्तर दें। प्रत्येक प्रश्न **सात अंक** का है।
- खण्ड–स में **तीन प्रश्नों में से किन्हीं दो** प्रश्नों के उत्तर दें। प्रत्येक प्रश्न **10 अंक** का है।
- खण्ड–द में प्रत्येक प्रश्न **02** अंक का है। सभी प्रश्न अनिवार्य हैं।

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## Section – A (खण्ड–अ)

## Objective Questions(वस्तुनिष्ठ प्रश्न )

**1. Answer all the following questions.** 5x3 =15

निम्नलिखित सभी प्रश्न अनिवार्य हैं।

**i)** A cover letter primarily serves to:

a) Replace the resume

b) Summarize technical proposals

c) Introduce the candidate and highlight fit

d) List all work experiences in detail

**ii)** Which is NOT a step in resolving ethical dilemmas?

a) Ignoring facts

b) Gathering information

c) Evaluating alternatives

d) Making moral decisions

**iii)** Public speaking anxiety can best be reduced by:

a) Avoiding practice

b) Overloading slides

c) Preparing and rehearsing

d) Memorizing entire speech

**iv)** Engineering ethics mainly focus on:

a) Increasing sales

b) Ensuring profit maximization

c) Ensuring professional responsibility

d) Promoting marketing strategies

v) Critical thinking in communication primarily involves:

a) Accepting information without question

b) Emotional decision-making

c) Logical analysis and evaluation

d) Memorization techniques

## Section – B (खण्ड–ब)

## Short Answer Questions (लघुउत्तरीय प्रश्न)

**2. Answer any five of the following questions.** 5x7=35

निम्नलिखित में से किन्हीं पाँच प्रश्नों के उत्तर दें।

i. Explain how critical thinking and creative thinking can together enhance the communication process.

ii. Compare different types of business letters: sales, order, complaint, and adjustment letters, highlighting their unique formats and tones.

iii. Explain the structure and essential elements of an effective technical report.

iv. What is non-verbal communication? Explain in detail its types with proper illustrations.

v. Define with examples: (a) Chronemics (b) Paralinguistics

vi. What is Stress and how is it different from Anxiety? Explain with proper example.

vii. What is communication? Draw a diagram to illustrate the process tailoring the detailed note on communication?

## Section – C (खण्ड–स)

## Descriptive Questions (विवरणात्मक प्रश्न)

**3. Answer any two of the following question.** 2x10=20

निम्नलिखित में से किन्हीं दो प्रश्नों के उत्तर दें।

1) In the era of digital communication, telephonic conversations continue to play a vital role in professional and personal interactions. Discuss the key etiquettes of telephonic communication, common challenges faced during telephonic conversations, and strategies to overcome them. Illustrate your answer with examples from organizational and cross-cultural contexts.

2) Assume you are applying for the position of Manager at Microsoft. Draft a formal job application letter highlighting your leadership skills, technical expertise, and vision for innovation. The letter should reflect professional tone, clarity, and persuasion appropriate for a leading global organization.

3) What is Engineering Ethics? How ethical perception of self and others around us define the dynamics of relationships both personal and professional.

SEMESTER END EXAMINATION, APRIL-MAY, 2025

Mid-Test

Course Name: - B.Tech
Paper Name: -Effective Technical Communication
Time - 30 minutes.

Semester:-IV
Paper Code: -THS-401
Max Marks-20

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All questions are compulsory. 2×10=20
सभी प्रश्न अनिवार्य हैं।
Objective Questions.
बहुविकल्पीय प्रश्न।

1) Which of the following best defines the process of communication?
   a) One-way transmission of data
   b) Exchange of information involving a sender, a message, a medium, and a receiver
   c) Encoding information without feedback
   d) Reading written texts only
2) In kinesics, a "closed posture" usually conveys:
   a) Openness and acceptance
   b) Defensiveness or discomfort
   c) Agreement
   d) Aggressiveness
3) In proxemics, "personal space" typically measures around:
   a) 0–18 inches
   b) 1.5–4 feet
   c) 4–12 feet
   d) 12 feet and beyond
4. Which paralinguistic feature primarily indicates emotional tone in communication?
   a) Grammar
   b) Pitch and tone
   c) Vocabulary
   d) Punctuation
5. Why is intercultural communication critical for modern organizations?
   a) It simplifies monolingual communication
   b) It ensures better collaboration in diverse teams
   c) It promotes exclusion
   d) It reduces technological dependence
6. Information design for online media must primarily focus on:
   a) Dense paragraphs
   b) Colorful images alone
   c) Easy navigation and scannability
   d) Excessive technical jargon

7. Which factor does not directly affect information and document design?

a) Target audience

b) Purpose and usage context

c) Physical attractiveness of the writer

d) Medium of communication

8) In a presentation, using too many slides with dense text leads to:

a) Audience excitement

b) Cognitive overload

c) Better memory retention

d) Improved persuasion

9) Effective interview skills include:

a) Avoiding eye contact

b) Rambling answers

c) Active listening

d) Dominating conversation

10) Telephone etiquette in a professional setting demand:

a) Speaking loudly and assertively

b) Multitasking during the call

c) Greeting clearly, stating purpose concisely, and listening attentively

d) Ending the call abruptly

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